



GRIEVANCE REDRESSAL FORUM, BHAWANIPATNA

PLOT NO. 283, PURUNAPADA, BHAWANIPATNA
KALAHANDI- 766001, TEL/FAX: - 06670 - 230012

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BENCH:

ER. RANJAN KUMAR NAIK (PRESIDENT),
SRI KAMALA KANTA PATTNAIK (MEMBER (FINANCE))

Memo No. GRF/BPT/Order/ 692^(S)

Dated, the 14.11.2024

Quorum: Er. Ranjan Kumar Naik - President
Sri Kamala Kanta Pattnaik - Member (Finance)
Sri Bhairaba Naik - Co-Opted Member

1	Case No.	Complaint Case No. BPT-319/2024																										
2	Complainant/s	Name & Address Sri Sugreeba Patel, Repr. By Sri Upendra Patel, At-Lakurbhata, Po-Chichia, Ps-Golamunda, Dist.-Kalahandi.	Consumer No 9040-0102-0963	Contact No. 93372-88497																								
3	Respondent/s	Name Sri Gupta Prasad Tripathy, Repr. For Sri Aryapran Siladitya Samal, EE, KWED, Bhawanipatna, TPWODL.	Division Kalahandi West Electrical Division, TPWODL																									
4	Date of Application																											
5	In the matter of-	<table><tr><td>1. Agreement/Termination</td><td>2. Billing Disputes</td><td>✓</td></tr><tr><td>3. Classification/Reclassification of Consumers</td><td>4. Contract Demand / Connected Load</td><td></td></tr><tr><td>5. Disconnection / Reconnection of Supply</td><td>6. Installation of Equipment & apparatus of Consumer</td><td></td></tr><tr><td>7. Interruptions</td><td>8. Metering</td><td></td></tr><tr><td>9. New Connection</td><td>10. Quality of Supply & GSOP</td><td></td></tr><tr><td>11. Security Deposit / Interest</td><td>12. Shifting of Service Connection & equipment's</td><td></td></tr><tr><td>13. Transfer of Consumer Ownership</td><td>14. Voltage Fluctuations</td><td></td></tr><tr><td colspan="3">15. Others (Specify) -</td></tr></table>			1. Agreement/Termination	2. Billing Disputes	✓	3. Classification/Reclassification of Consumers	4. Contract Demand / Connected Load		5. Disconnection / Reconnection of Supply	6. Installation of Equipment & apparatus of Consumer		7. Interruptions	8. Metering		9. New Connection	10. Quality of Supply & GSOP		11. Security Deposit / Interest	12. Shifting of Service Connection & equipment's		13. Transfer of Consumer Ownership	14. Voltage Fluctuations		15. Others (Specify) -		
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6	Section(s) of Electricity Act, 2003 involved																											
7	OERC Regulation(s) with Clauses	<table><tr><td>1. OERC Distribution (Conditions of Supply) Code, 2019; Clause(s) <u>155</u></td></tr><tr><td>2. OERC Distribution (Licensee's Standard of Performance) Regulations, 2004; Clause <u></u></td></tr><tr><td>3. OERC Conduct of Business Regulations, 2004; Clause <u></u></td></tr><tr><td>4. Odisha Grid Code (OGC) Regulation, 2006; Clause <u></u></td></tr><tr><td>5. OERC (Terms and Conditions for Determination of Tariff) Regulations, 2004; Clause <u></u></td></tr><tr><td>6. Others <u></u></td></tr></table>			1. OERC Distribution (Conditions of Supply) Code, 2019; Clause(s) <u>155</u>	2. OERC Distribution (Licensee's Standard of Performance) Regulations, 2004; Clause <u></u>	3. OERC Conduct of Business Regulations, 2004; Clause <u></u>	4. Odisha Grid Code (OGC) Regulation, 2006; Clause <u></u>	5. OERC (Terms and Conditions for Determination of Tariff) Regulations, 2004; Clause <u></u>	6. Others <u></u>																		
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8	Date(s) of Hearing	08.08.2024																										
9	Date of Order	14.11.2024																										
10	Order in favour of	Complainant	✓ Respondent	Others																								
11	Details of Compensation awarded, if any.	Nil																										

CO-OPTED MEMBER
Co-Opted Member
GRF, Bhawanipatna

MEMBER (Fin.)
MEMBER
Grievance Redressal Forum
TPWODL, Bhawanipatna

PRESIDENT
PRESIDENT
GRF, Bhawanipatna



Place of Hearing: Dharamgarh

Appeared:

1. **For the Complainant** – Sri Sugreeba Patel, Repr. By Sri Upendra Patel, At-Lakurbhata, Po-Chichia, Ps-Golamunda, Dist.-Kalahandi.
2. **For the Respondent** – Sri Gupta Prasad Tripathy, Repr. For Sri Aryapran Siladitya Samal, EE, KWED, Bhawanipatna, TPWODL.

Complaint Case No. BPT-319/2024

Sri Sugreeba Patel,
Repr. By Sri Upendra Patel,
At-Lakurbhata,
Po-Chichia, Ps-Golamunda,
Dist.-Kalahandi.

Con. No. 9040-0102-0963

COMPLAINANT

Sri Gupta Prasad Tripathy,
Repr. For Sri Aryapran Siladitya Samal
EE, KWED, Bhawanipatna,
TPWODL.

-Versus-

OPPOSITE PARTY

GIST OF THE COMPLAINT:

The complainant consumer Sri Sugreeba Patel, Repr. by Sri Upendra Patel, At-Lakurbhata, Po- Chichia, Ps- Golamunda, Dist- Kalahandi under the territorial and statutory jurisdiction of respondent.

The complainant has appeared and submitted during course of hearing at camp court at Dharamgarh on dt. 08.08.24, in brief as follows:

- 1) The complainant has appeared before the forum for bill dispute of his LT/Irrigation supply with CD of 4 KW having consumer no- **9040-0102-0963** under EE, KWED, Bhawanipatna.
- 2) As complained by the complainant that the bill was generated without power supply, and the false bill was generated in Pajia Village instead of Lakurbhata village since 2016.
- 3) The complainant has intimated the same to the OP, but till date the OP remains silent for which getting no other way the complainant has approached this forum for redressal of his grievance.

The complainant has prayed for:

To withdraw the false bill.



SUBMISSION OF OPPOSITE PARTY IN BRIEF:

The OP (EE, KWED, Bhawanipatna) in its counter reply and course of hearing submitted as follows:

- 1) PVR: N/A
- 2) Bill details from February 2017 to March 2021
- 3) Date of supply 22/09/2016
- 4) Category: LT/Irrigation Pumping and agriculture
- 5) Connected Load 4 KW
- 6) Meter No – TWSC59012486
- 7) Installed on 24/09/2024 with IMR: "0"
- 8) CMR: N/A
- 9) The meter status: Ok
- 10) Facts of the complainant: Revision of bill
- 11) As written version submitted by EE, KWED, Bhawanipatna as follows:
 - The date of power supply of the consumer 22/09/2016.
 - The consumer was Billed from the date of power supply to August 2024 on without meter.
 - The meter was changed on 24/09/2024.
 - As per report of ESO/SDO & VAW of Golamunda block the power supply of the consumer was disconnected from 04/2017 to 08/2024.

FINDINGS / OBSERVATIONS OF THE FORUM

On perusal of the complaint petition with all relevant enclosures as well as submission of OP and billing statement; the forum observes the followings:

- The complainant reiterated for withdraw the false billing.
- The OP stated that the date of power supply of the consumer 22/09/2016.
- The consumer was Billed from the date of power supply to August 2024 on without meter.
- The meter was changed on 24/09/2024.
- As per report of ESO/SDO & VAW of Golamunda block the power supply of the consumer was disconnected from 04/2017 to 08/2024.
- As per billing database the provisional/average bill was generated from 02/2017 to 08/2024, And SD amount was adjusted in 31.03.2022 and 04.04.2022.

ORDER

14.11.2024

Basing on above observations, the forum passes the following order as per regulations of OERC Distribution (Conditions of Supply) Code 2019.

The OP is directed as follows:

- To withdraw the bill amount from 02/2017 to 08/2024 excluding fix charge.
- The complainant is directed to deposit the SD amount as appropriate as per regulation 52 of conditions of supply code, 2019 of OERC.



The case is disposed of accordingly.

Compliance report must be submitted to the Forum by the opposite party after compliance otherwise it will be treated as non-compliance.

Compliance Month-November-24


B. NAIK
Co-Opted Member
CRF, Bhawanipatna


K.K. PATTNAIK
MEMBER (Fin.)
MEMBER


R.K. NAIK
PRESIDENT
PRESIDENT
GRF, Bhawanipatna

Grievance Redressal Forum
TPWODL, Bhawanipatna

Copy to: -

1. Sri Sugreeba Patel, Repr. by Sri Upendra Patel, At- Lakurbhata, Po- Chichia, Ps- Golamunda, Dist- Kalahandi
2. EE, KWED, Bhawanipatna, TPWODL.
3. Superintending Engineer, Electrical Circle, TPWODL, Kalahandi.
4. Chief Legal, Head Quarter Office, TPWODL, Burla.

“If the Complainant is aggrieved with this order of the Grievance Redressal Forum, he/she can make the representation to the Ombudsman-II, Qrs. No.3R-2(S), GRIDCO Colony, P.O: Bhoinagar, Bhubaneswar-751022 within 30 days from the date of order of the Grievance Redressal Forums.”